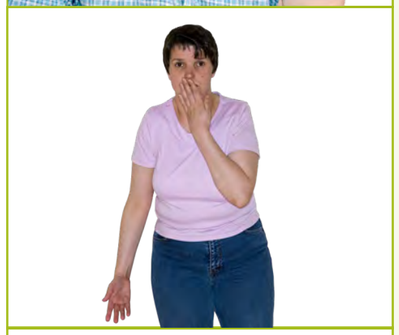
SP ENERGY NETWORKS

Extra support when your electricity stops for a while

The extra support is called our
Priority Services Register

About this leaflet

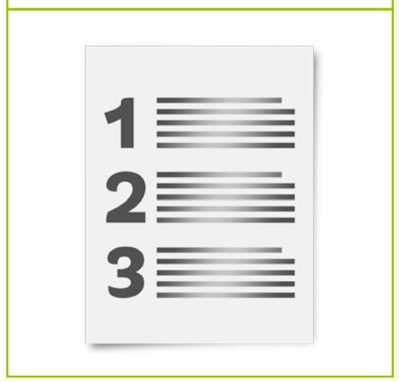
Sometimes electricity in your area may stop for a short time. This is called a power cut.



We know that some people may worry if their electricity stops.

We can give some people extra support if:

- A power cut happens
- We plan to stop the electricity in your area for a while.



The support we give people is called the **Priority Services Register**.

What is our Priority Services Register?

It is a list of people we can contact if their electricity stops for a while.

1 The list is free to join.

2 You can get some extra support if you join the list.

3 We can get in touch with you if there is a power cut and we can work with other groups of people if we need to.

You can agree a password with us to help keep you safe.

A password is a secret word that you choose.

We can use the password if we come to visit you.

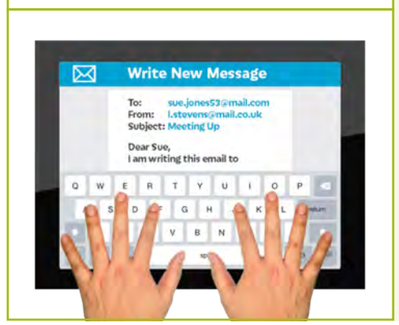
Then you will know it is us.

Who can join the Priority Services Register?

You can join our Priority Services Register if:

- You are over 60 years old
- You need electricity all the time for your medical care or safety
- You need support with information or communication
- You have a bad illness
- You have a child under 5 years old
- You feel you need some extra help from us
- You need extra help for a short time.

How to join the Priority Services Register?



You can fill in the form starting on page 7.

You can post the form to us:

If you live in Central or South Scotland please write to:

Customer Contact team
SP Energy Networks
3rd Floor
320 St Vincent Street
Glasgow G2 5AD

If you live in Cheshire, Merseyside, North Wales or North Shropshire please write to:

Customer Contact Team
SP Energy Networks
3 Prenton Way
Prenton CH43 3ET

Or you can email the form to:

customercare@spenergynetworks.com

Other ways to join the Priority Services Register?

You can send a text to 61999

Write PSR in your message and send it. We will call you back in 2 days or less.

You can call us on 0330 10 10 167

You can also call this number if you want to:

- Tell us your name, address or other details have changed
- Stop being on the Priority Services Register

You can fill in a form on our website

The form is not in easy read like this one.

The website address for the form is:

spenergynetworks.co.uk/prioritysservices

Form to join the Priority Services Register

What you need support with

Please tick all the boxes below that are right for you.

I need to use medical equipment at home for my health and safety ☐

For example, this could be:

- A machine to help you breathe or a machine for your heart or kidneys
- A stair lift or lift for your bath
- Other health equipment

I find it hard to smell things ☐

I find it hard to move around or move parts of my body ☐

I am an older person ☐

I have children under 5 years old ☐

I am blind or find it hard to see ☐

I am deaf or find it hard to hear speak ☐

I have a learning disability ☐

I can't speak English very well ☐

Please tell us what language you would like to use

I have a health problem ☐

This could be:

- A serious illness
- Dementia
- A mental health condition
- Another health problem

I need support for a short time

You may need help because:

- Something has changed in your life
- You are just out of hospital
- You are a young person caring for someone else
- You are pregnant

About you

Your name

Your address and postcode

Your phone number

Your email address

Your password if you want one
See page 3 from more information

Please tick this box if you agree that:

- Everything you have told us is true as far as you know
- You are happy for us and other groups to keep information about you so you can get help from the Priority Services Register.

Please tick this box if you want us to share your information with the people you get gas and water from.

They can put you on their Priority Services Register.

Pictures by Photosymbols

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